

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

Periodic Reporting
(Proposal Twelve)

Docket No. RM2015-5

CHAIRMAN'S INFORMATION REQUEST NO. 1

(Issued February 12, 2015)

To clarify the Postal Service's petition¹ to consider changes to analytical principles, filed November 7, 2014, the Postal Service is requested to provide a written response to the following questions and requests. Answers should be provided by February 23, 2015.

1. Please confirm that under Proposal Twelve each attributable call type or activity would be considered 100 percent volume variable. If not confirmed, please identify where in 'Prop.12.Call.Cntr.Public.xls' the variability analysis is applied.
2. Describe in detail the method used by the Postal Service to determine the volume variability. In your response provide the following information for each attributable call type or activity:
 - a. Description and documentation for each special study or other quantitative analysis performed.
 - b. If no special study or other quantitative analysis was performed:
 - i. Describe the rationale for concluding that the number of calls received and/or the time spent on attributable calls or activities varies 100 percent with the volume of mail.

¹ Petition of the United States Postal Service for the Initiation of a Proceeding to Consider Proposed Changes in Analytical Principles (Proposal Twelve), November 7, 2014 (Petition).

- ii. Describe the rationale for not conducting a special study or other quantitative analysis.
- 3. Proposal Twelve states that prior to FY 2014, the call center activities, including researching and responding to customer questions and concerns, were outsourced to a contractor. Petition at 1. Does the Postal Service have a record of the number of calls that were received by the contractor?
 - a. If so, please provide the number of calls received each fiscal year for 2006 through 2014.
 - b. If available, provide the data broken out by type of call and minutes per call type.
- 4. On page 1 of the Petition, the Postal Service states “[Customer Care Clerk] activities are similar in nature to those activities of Claims and Inquiries clerks.”
 - a. Please confirm that the portion of Claims and Inquires clerk costs associated with products and services are distributed to mail products and services based on In-Office Cost System (IOCS) tallies. If not confirmed, please explain.
 - b. Please confirm that under Proposal Twelve Customer Care clerk costs are not distributed based on IOCS tallies. If not confirmed, please explain.
- 5. On page 5 of the Petition, the Postal Service states, “Assigning the relevant costs to products is done through reference to a variety of reliable data sources such as RPW, Carrier Cost Systems, and Enterprise Data Warehouse.... All the systems provide data which can be used to find the proportion of products used.”
 - a. For each data source, please describe the data collected.
 - b. For each attributable call type or activity, please describe the relationship between the call type or activity and the relevant data source.

- c. For each attributable call type or activity, please describe the method used to determine that the product distribution from the data source reflects the time spent by customer care clerks on that particular call type or activity.
- d. Does FRANKLIN, or any other source, capture data on the proportion of time spent, by call type, on each product or special service? If not, please discuss what modifications would need to be implemented in order to capture these data?

By the Acting Chairman.

Robert G. Taub